Information Technology (IT) Annual Plan

Fiscal Year 2001

June 2000

IT ANNUAL PLAN

Fiscal Year 2001

Foreword

One of the most important events in this organization's history was its establishment in late March 2000 as the Defense Contract Management Agency. That event signifies recognition of the importance of our mission at the very highest levels of the Department of Defense, and indeed throughout the Federal Government. That mission, of course, continues to be supporting the nation's warfighters in times of peace and conflict with the very best of contract management services.

Our overriding philosophy is, "one focus—customer focus." Our customers are the soldiers, sailors, and airmen in the field, at sea, and in the air who depend upon us to serve their needs for new systems and sustainment, just as we depend upon them to protect and serve us and all our fellow citizens. Our customers are why we've spent so much time and effort making sure our personnel have all the tools and IT resources they need—because we owe that and so much more to the members of the nation's military services who daily risk their lives and safety to protect us and our nation.

During the past year, DCMA has continued to make substantial gains in equipping all of its personnel with the Information Technology (IT) tools and equipment that they need to excel in their assigned mission. I am, of course, very encouraged by the progress we've made, but I'm looking forward to ever greater accomplishments in the future. This DCMA IT Annual Plan, with its emphasis on measuring performance and results, and a new section on initiatives, provides the kind of focus we need to ensure that we continue to progress. I encourage all DCMA personnel to become personally familiar with this plan and to participate in continuing our record of IT success.

TIMOTHY P. MALISHENKO
Major General, USAF
Director

I. INTRODUCTION

DCMA has been aggressively developing new and reengineered business processes to help it ever more effectively and efficiently perform its mission, which is providing world-class contract management services for the nation's warfighters. Nearly all of DCMA's new and reengineered processes—particularly those that support the Deputy Secretary of Defense's goal of making the Department's contracting processes paper-free—rely heavily on Information Technology (IT) for successful implementation.

The DCMA IT Annual Plan provides a framework for measuring the Agency's success in:

- Acquiring the IT systems necessary to meet DCMA's mission challenges.

- Maintaining and improving DCMA's IT infrastructure; and

- Supporting the strategic goal of the Department of Defense in providing secure, interoperable computing and telecommunication services across the entire Department.

The plan focuses heavily on measuring performance results, rather than measuring the implementation status of various programs or projects. It is our intent that all our IT programs and projects will be shaped and driven by the performance results we want to achieve, rather than becoming the objects of measurement themselves.

Notwithstanding the above, though, this Fiscal Year 2001 Plan also includes a number of specific initiatives that we intend to accomplish during Fiscal Year 2001 that will help us achieve the desired performance results.

This plan is a living document and will be revised to reflect changes in DCMA IT initiatives and efforts to comply with changes in DoD and DCMA policy, directives, and guidance. Readers are encouraged to provide their suggestions for improvement to Headquarters, DCMA (ATTN: DCMA IT).

DCMA
Defense Contract Management Agency

II. MISSION & VISION

The mission of the DCMA Directorate of Information Technology and Chief Information Office (DCMA IT) is to *increase IT's contribution to the mission success of DCMA and the Department of Defense (DoD), overall, while ensuring that the Agency's and DoD's information resources are secured, protected, and managed effectively.* DCMA IT has accomplished much in the pursuit of those mission goals over the past 18 months. For instance:

- **We have developed and deployed a detailed Agency-wide Standard IT Architecture (both hardware and software).**

- **We have established a new Automated Environmental Test Center.**

- **We have deployed an improved suite of enterprise management tools to our Network Management Center.**

- **We have successfully passed all Year 2000 critical dates without loss of IT services or systems.**

- **We have further revised our IT acquisition management policy to place even greater emphasis on business case analysis and effective acquisition management principles and practices.**

- **And, we have achieved better integration of the DCMA IT Performance Plan with the DCMA Business Plans.**

What we must continue to do is improve the quality of service we provide to all of our DCMA and DoD customers. That means:

- **Delivering mission software applications—on time and at target cost—that fully satisfy all end-user requirements.**

- **Delivering affordable, but powerful and reliable "desktop tools" to our end-users.**

- **Delivering adequate and competent technical advice and help to end-users.**

- **Delivering reliable, high-speed network connections.**

- **And, protecting DCMA and DoD information from unauthorized disclosure.**

Improving Quality of Service is, in fact, our vision for Fiscal Year 2001, and is the focus of this plan, just as it was in the Fiscal Year 2000 plan.

III. INFLUENCES ON THE DEVELOPMENT OF THIS PLAN

A number of directives and higher level plans have influenced the development of this plan. (For purposes of this discussion, "directives" includes legislation and Office of Management and Budget (OMB) Circulars, as well as DoD Directives, DCMA Directives, etc.)   Some of the more significant influences include:

The Government Performance and Results Act (GPRA: **This public law requires Federal agencies to establish standards to measure their performance and effectiveness. It also requires agencies to develop strategic plans that describe their overall goals and objectives, and annual performance plans that contain quantifiable measures of their progress toward meeting their goals and objectives.**

The Information Technology Management Reform Act (ITMRA): **This public law requires agency heads to:**

- **Design and implement a management process for maximizing the value of IT acquisitions, while assessing and managing the risks associated with those acquisitions.**

- **Integrate the IT management process with the processes for making budget, financial, and program management decisions.**

- **Establish goals for improving the efficiency and effectiveness of agency operations and the delivery of services to the public through the effective use of IT.**

- **Ensure that performance measurements are prescribed that measure how well IT supports agency programs.**

- **Ensure that information security policies, procedures, and practices of the agency are adequate.**

Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources: **This Executive Branch-wide policy document requires agencies to:**

- **Consider, at each stage of the information life cycle, the effects of decisions and actions on other stages of the life cycle.**

- **Consider the effects of their actions on the public and State and local governments, and ensure consultation as appropriate.**

- **Seek to satisfy new information needs through interagency or intergovernmental sharing of information, or through commercial sources.**

- **Integrate planning for information systems with plans for resource allocation and use, including budgeting, acquisition, and use of IT.**

- **Use voluntary standards and Federal Information Processing Standards where appropriate or required.**

- **Protect government information commensurate with the risk and magnitude of harm that could result from the loss, misuse, or unauthorized access to or modification of such information.**

DCMA Business Plan: **The DCMA Business Plan contains the Agency's Strategic Plan and the annual DCMA Performance Plan. It is the document to which the DCMA IT Plan is most directly linked. The Agency's strategic goals and objectives (with goals listed as major bullets and objectives listed as subsidiary bullets under their "parent" goals) are:**

- **Deliver great customer service.**

  - **Engage early in the acquisition cycle to improve business results.**

  - **Team with Service program managers to achieve customer desired results.**

  - **Assure the quality of today's products and services and improve the capability of tomorrow's Defense industrial base.**

  - **Ensure timely delivery of products and services.**

  - **Team with and represent our customers in securing best value products and services.**

  - **Provide payment and financial management services that promote efficient and effective operations.**

  - **Complete all aspects of contract closeout in a timely manner.**

- **Lead the way to efficient and effective business processes.**

  - **Use risk management to improve efficiency in supplier and internal business management processes.**

  - **Promote increasingly efficient and effective contractor business and financial systems.**

  - **Provide timely, quality flight operations services.**

- ❏ **Increase the efficiency of DCMA services support.**

- ▪ **Enable DCMA people to excel.**

  - ❏ **Build and maintain a work environment that attracts, develops, and sustains a quality workforce.**

We believe the DCMA IT Annual Plan fully encompasses and satisfies all of the management goals and objectives outlined in the directives and plans listed above. For instance:

- ▪ *GPRA:* **The DCMA IT Annual Plan establishes standards for measuring monitoring, and reporting technology performance.**

- ▪ *ITMRA:* **The DCMA IT Annual Plan incorporates a process for maximizing the value of IT acquisitions, and integrating IT management processes with budget, financial, and program management decisions.**

- ▪ *OMB Circular A-130:* **The DCMA IT Annual Plan properly emphasizes the use of non-developmental (Commercial- and Government-off-the-shelf) hardware and software, and the protection of Government information from unauthorized access, misuse, or loss.**

- ▪ *DCMA Business Plan:* **Above all, the DCMA IT Annual Plan makes it clear that the Command Information Office's intentions are to:**

  - ❏ *Deliver Great Customer Service*

  - ❏ *Lead the way to efficient and effective business processes*

  - ❏ *Enable DCMA people to excel.*

IV. PERFORMANCE GOALS & OBJECTIVES

DCMA's strategic goals emphasize great customer service, efficient and effective business processes, and enables DCMA personnel to succeed. DCMA's IT objectives and metrics have been designed to enable achievement of those strategic goals. The tables below identify DCMA's IT Annual Plan objectives and metrics for Fiscal Year 2001, and identify to which of the DCMA Business Plan goals they are linked.

DCMA IT Plan Goal 1. Provide a high performance environment.		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Develop and deploy standard technical architecture (including operating systems and utilities)	-Remote-install 95 % of all new software in one week. -Isolate 100% of faults in 12 hours	1,2
Effectively test and correct (where necessary) new applications before deploying to end users	Total number of problems captured by Network Management Center and Centralized Response Center for all software and hardware will not exceed 15 problems per user per year.	1,2,3
Deploy the right equipment, operating systems, and utilities	-Meet 80% of promised delivery dates. -Complete 90% of all new installations within two weeks of delivery. -Dispose of 80% of all replaced assets within 180 days.	1,2,3

DCMA IT Plan Goal 2. Provide high performance applications.		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Successfully program manage new DCMA-unique software	**Deliver 90% of all DCMA-unique software on time. Deliver 90% at target cost.***	**1,2,3**
Provide reliable mail systems to each CAO	**Mail system will be available to users at each CAO 95% of the time**	**1,2,3**
Insure availability of key applications	**Applications servers will be available to users 95% of the time**	**1,2,3**

*This refers to target cost at Milestone 1—Enter Acquisition.

DCMA IT Plan Goal 3. Provide robust telecommunications.		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Provide enough bandwidth.	**Usage of available bandwidth will not exceed 75% more than 10% of the available time each month.**	**1,3**
Protect system/application performance from latency impacts	**Latencies will not exceed 150 milliseconds more than 2% of the available time each month.**	**1,3**
Make network available	**Make 98% of all circuits available at all times.**	**1,3**
Resolve network problems	**Resolve 95% of all network problems within 24 hours.**	**1,3**

DCMA IT Plan Goal 4. Improve IT return on investment (ROI).		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Improve software ROI	The ratio of the post-deployment "actual" ROI to the business case ROI estimate will be at least 75%.	2

DCMA IT Plan Goal 5. Provide IT services efficiently.		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Total costs per client per year.	NTE $3,000	2
Software costs per client per year.	NTE $200	2
Hardware costs per client per year.	NTE $850	2
Clients per server.	NLT 41	2
Clients per network printer.	NLT 5	2

DCMA IT Plan Goal 6. Provide IT training.		
DCMA IT Objective	**DCMA IT Performance Metric**	**DCMA Strategic Goal**
Make training for Commercial-off-the-shelf-software training available via the Worldwide Web.	**Make training available on the Web for COTS applications: First year—25% Second year—35% Third year—50%**	3
Provide initial training on government software	**Train at least 90% of the intended end users.**	1,2,3
Provide technical training for IT professionals	**Train at least 90% of all IT professionals during the fiscal year.**	3

V. IT INITIATIVES FOR FISCAL YEAR 2001

1. Storage Area Network/Electronic Records Management:

Complete the deployment of the information storage infrastructure needed to support Continuity of Operations (COOP), remote electronic backup, and records management in accordance with DoD 5015.2-STD. Also, begin adaptation and prototype testing of a Commercial-Off-The-Shelf software application that will provide DCMA with electronic workflow management and DoD 5015.2-STD-compliant records management.

2. Deploy an Updated Operating System:

Acquire and deploy an updated operating system for DCMA network servers. Evaluate the need for an updated operating system for DCMA's desktop workstations, and, if justified, deploy that system as well.

3. Web-base and Public Key Infrastructure (PKI)-Enable DCMA Applications:

Complete the Web- and PKI-enablement for 50 percent of DCMA-unique software applications. PKI-enable the applications in such a way that they will work with either software certificates or hardware tokens, as DoD directs.

4. Improve Remote Users Communications:

Complete the installation of caching/application caching servers to move processing away from remote users' client systems onto central server systems, to lessen the amount of data traffic that must be passed over telephone lines. This will speed up the performance of DCMA applications for remote users.

5. Reengineer the DCMA Information Repository and Automated Metrics System (DIRAMS)

Complete the reengineering of DIRAMS to increase its usability and improve its adaptability to changes in metrics and data needs.

VI. IMPLEMENTATION

All managers and employees within the Agency with responsibility for managing IT resources and requirements are responsible for implementing the DCMA IT Performance Plan. This will be done through embedding the substance of the plan in all of the Agency's IT management decision processes. In other words, this plan is the beginning point in the Agency's IT-related programming process, its preparation of budget estimates, and development of supporting project plans, and other supporting plans.

This plan will, at a minimum, be reviewed annually.